

Migrating to Universal Credit

01

Do not apply for Universal Credit before you receive your migration notice or you will lose your transitional protection.

03

If you do not apply for Universal Credit before your deadline, your legacy benefit payments will stop and you will lose your transitional protection.

What is Universal Credit?

Universal Credit is a payment to help with your living costs. It's paid monthly and you may be able to get it if you're on a low income, out of work or you cannot work.

Universal Credit Migration Notice Helpline:

- Monday to Friday 8am to 6pm
- Phone: 0800 169 0328 (free from mobiles / landlines)



If you are claiming a legacy benefit, you will not be automatically moved onto Universal Credit and you will need to take action to continue receiving your payments. This applies to everyone and you will not have a choice on whether you are migrated to Universal Credit.

02

Once you receive your migration notice letter, you can begin your claim for Universal Credit. You will be provided a deadline for making a claim, which will be at least 3 months away from the day the notice was issued.

What are legacy benefits?

Universal Credit will replace the following legacy benefits: Housing Benefit, Income-related Employment and Support Allowance (ESA), Income-based Jobseeker's Allowance (JSA), Child Tax Credit, Working Tax Credit, and Income Support.

What is transitional protection?

Transitional protection helps with your move to Universal Credit and means you can get a transitional protection payment added to your Universal Credit entitlement if you currently receive more from your previous tax credits or legacy benefits. It should stop you from being 'worse off' on Universal Credit.